



Open Examination Public Participation Specialist Department of Toxic Substances Control



The mission of DTSC is to protect California's people and environment from harmful effects of toxic substances through the restoration of contaminated resources, enforcement, regulation and pollution prevention.

EEO: The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

DRUG FREE STATEMENT: It is an objective of the State of California to achieve a drug-free state work place. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service and the special trust placed in public servants.

WHO SHOULD APPLY: Persons who meet the minimum qualifications as stated below. Individuals who have already taken the exam this year remain on the existing list and do not need to take it again.

FINAL FILING DATE: Open Continuous

HOW TO APPLY:

Step 1: Visit www.jobs.ca.gov. Create your State application by establishing a profile or by navigating directly to the PDF application. Make sure you meet the minimum qualifications listed below. If you do not meet these requirements, your application will be rejected.

Step 2: Print the application and mail it to:

Department of Toxic Substances Control
Human Resources
Attn: Exam Unit: Chhing Chau
1001 I St., Floor 21
Sacramento, CA 95814

Step 3: When department sees warrant, DTSC will notify applicants who meet the minimum qualifications. Applicants will be asked to complete an online Qualifications Assessment Questionnaire. The questionnaire is the examination. The questionnaire results in an eligibility list of qualified applicants that DTSC uses as vacancies are created.

For questions, contact the Examination Unit shown above.
(916) 322-8669; or CALNET 8-473-3418

DO NOT SUBMIT APPLICATIONS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES.

SALARY RANGE: \$4488 - \$5618 per month

SPECIAL TESTING INFORMATION: If you need reasonable accommodation for taking the exam, mark the appropriate box in Part 2 of the "Application for Examination." You will be contacted to make specific arrangements.

THE POSITION: This is the full journey level in this series. Under general direction, incumbents independently perform the full range of duties, including the most complex community relations work to ensure that federal, state and local mandates are addressed. Incumbents provide ombudsman type community relations; conduct community assessments and public meetings; represent public concerns to decision makers; plan and conduct participatory workshops; facilitate two-way communication between public and the Department; resolve conflict so that site clean-up or treatment can occur

with minimal delay; provide assistance as needed to responsible parties in the development of Community Relations Plans; approve and oversee implementation of Community Relations Plans and provide training to technical staff on public participation requirements. For more information, view our job specification: <http://www.calhr.ca.gov/state-hr-professionals/pages/5373.aspx>

ELIGIBLE LIST INFORMATION: A departmental eligible list will be established for the Department of Toxic Substances Control. Names of successful competitors are merged into the open list established for use by the Department of Toxic Substances Control in order of final scores regardless of testing date. Applicants may be tested only once during a 12 months period. Eligibility expires 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period. Competitors must then retake the assessment to reestablish eligibility

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION:

All applicants must meet the education and/or experience requirements for this examination by the date of file. All applications/resumes must include "to" and "from" dates (month/day/year), time base, and civil service class titles. Applications/resumes received without this information will be rejected.

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, "or" II, "or" III, etc. For example, candidates possessing qualifying experience amounting to 50 percent of the required time of Pattern I, and additional experience amounting to 50 percent of the required time of Pattern II, may be admitted to an examination meeting 100 percent of the overall experience requirement.

MINIMUM QUALIFICATIONS:

EITHER I

One year of experience performing public participation duties in the Toxic Substances Control program or in the analysis of environmental topics in the California state service while classified at a level of responsibility equivalent to Staff Services Analyst, Range C.

OR II

Three years of professional experience in planning, writing, and disseminating information, at least one of which has been spent either: (1) researching, writing and in dissemination of information on recognized environmental topics, such as, but not necessarily limited to, energy, toxic substances, health science or environmental issues; or (2) providing community advocacy, social work, counseling or ombudsman services to agency consumers.

AND

Education: Equivalent to graduation from college with a minimum of 12 upper division units in a field closely related to social sciences, communication studies, public policy, or interpersonal relations. (Additional experience may be substituted for the required education on a year-for-year basis.)

EXAMINATION INFORMATION: This examination will consist of a Qualifications Assessment Questionnaire only. When department sees warrant, DTSC will send a letter informing applicants of the time frame and link for the questionnaire. A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. Applications will be retained for twelve months. The results of this examination will be used to fill the position of Public Participation Specialist with the DEPARTMENT OF TOXIC SUBSTANCES CONTROL.

SCOPE: In addition to evaluating the competitor's relative abilities as demonstrated by quality and breadth of experience, emphasis in the examination will be on measuring competitively, relative to job demands, each competitor's:

A. KNOWLEDGE OF:

1. Group Dynamics and Interpersonal Relations
2. Critical & Systems Thinking
3. Conflict resolution, mediation & negotiation
4. Emotional Intelligence
5. Principles, practices, techniques and methods of oral and written communication
6. Facilitation techniques and processes
7. Communication planning techniques
8. Cultural differences, issues and needs of diverse communities within California
9. Legislative Procedures

B. ABILITY TO:

1. Organize, facilitate and moderate effective two-way communication, both routinely and in adversarial settings, with a diverse group of internal and external stakeholders;
2. Establish cooperative working relationships, resolve conflict and build consensus
3. Design and implement comprehensive public participation approaches
4. Clearly explain complex issues to a wide variety of constituents using excellent writing skills and/or a highly articulate oral communication style
5. Integrate current social networking applications such as the Facebook, YouTube and Twitter into communication efforts
6. Practice Active Listening and interpersonal techniques to separate the personal from the professional in tense, emotional situations
7. Demonstrate proficiency in the use of the personal computer and programs within Microsoft Office Suite
8. Research topics via the internet and demonstrate a basic understanding of website navigation and use
9. Coach and mentor Departmental staff in communications outreach and engagement, public speaking and collaborative techniques
10. Coordinate and facilitate meetings, hearings, workshops, training sessions, open houses and other community events

VETERANS PREFERENCE CREDIT: Effective January 1, 2014, Veterans' Preference will be awarded to qualifying Veterans who are successful in the examination in the form of Rank placement rather than points. All individuals awarded Veterans' Preference will be certified in Rank 1 of the eligibility list, regardless of score. All open exams/eligible lists will award Veterans' Preference, regardless of the classification. Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is available at <http://jobs.ca.gov/Job/VeteransInformation>, and the Department of Veterans Affairs.

CAREER CREDITS: Do not apply in this examination.

GENERAL INFORMATION

Applications are available at www.jobs.ca.gov, and local offices of the Employment Development Department.

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

The Department of Toxic Substances Control reserves the right to revise the examination plan to better meet the needs of the service, should the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all competitors will be notified.

Candidates needing special testing arrangements due to a disability must mark the appropriate box on the application and contact the testing department.

Hiring Interview Scope: In a hiring interview, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight may be given to the breadth and recency of pertinent experience, and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development. For more information, you may refer to the classification specification.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

It is the Candidate's Responsibility to contact the Department of Toxic Substances Control, (916) 322-0445, (CALNET 8-473-2679), three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature it is the candidate's responsibility to contact the Department of Toxic Substances Control, (916) 322-0445, (CALNET 8-473-2679), three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

IMPORTANT CHANGES to VETERANS' PREFERENCE – EFFECTIVE JANUARY 1, 2014

[Assembly Bill 372](#), signed into law by Governor Brown on August 12, 2013, changes the way the Veterans' Preference process is administered by the State of California.

Veterans' Preference will be awarded as follows, starting on January 1, 2014:

1. Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference.
2. An entrance examination is defined, under the law, as any open competitive examination.
3. Veterans' Preference is not granted once a person achieves permanent civil service status.

Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is available at <http://jobs.ca.gov/Job/VeteransInformation>, and the Department of Veterans Affairs.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, interviews are scheduled in Sacramento, Berkeley, Cypress, and Chatsworth. However, locations of interviews may be limited or extended as conditions warrant.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device.
California Relay Telephone Service for the Deaf or Hearing Impaired:
From TDD phones: 1-800-735-2929
From Voice Telephones: 1-800-735-2922

EXAM CODE: 4TW13